



# 2006 Annual Report



***Governor's State  
Rehabilitation Council***

ARIZONA

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*“...VR counselor understood my objectives and accommodated my needs...”*

*“...VR counselor was very clear and understanding of my needs...”*

## **MISSION AND RESPONSIBILITIES OF THE COUNCIL**

The Governor’s State Rehabilitation Council mission also encompasses the Council’s vision, operating principles and goals:

### **Mission**

Serving all citizens of Arizona the mission of the Arizona Governors State Rehabilitation Council is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

### **Vision**

The Arizona Governors State Rehabilitation Council envisions a statewide workforce that values disability and diversity, and is committed to full participation of its citizens.

### **Operating Principles**

- Serve as an ally to the public Vocational Rehabilitation Program in structuring and conducting business in ways that reflect the social, political, historical and economical experiences of disability.
- Collaborate with state and other non-government agencies to promote meaningful and sustainable employment for everyone.
- Foster a broad definition of diversity that honors and appreciates disability alongside race, ethnicity, gender, sexual orientation and religion as an integral part of human experience.
- Promote disability discourse, awareness and involvement; honor disability culture and pride.

### **Goals**

- Advise the Vocational Rehabilitation Program in the development, implementation, evaluation and review of innovative rehabilitation services and programs.
- Support the development of public policy that improves opportunity for full participation for all citizens in the economic life of Arizona.
- Engage business and industry statewide in the creation of inclusive environments guided by the principles of universal design.
- Increase access and employment opportunities for people with disabilities through collaboration with outside agencies, councils and community partners.
- Strengthen the VR Program through collaboration on the development of human resource infrastructure.

*“...The VR counselor was supportive of my requests and goals...”*

The Governor's State Rehabilitation Council functions as defined in the Title I, Part A, Section 105 of the Federal Rehabilitation Act are as follows:

Review, analyze and advise the Arizona Rehabilitation Services Administration (RSA) regarding the performance of its responsibilities, particularly those related to eligibility (including order of selection); the extent, scope and effectiveness of services provided; and the functions performed by State agencies that affect the ability of individuals with disabilities in achieving employment outcomes under Vocational Rehabilitation (VR) services.

Partner with RSA to develop, review and agree to State goals and priorities in accordance with the VR State Plan. The Council and RSA evaluate the effectiveness of the VR program and submits reports of progress to the RSA Commissioner.

Advise the RSA on activities authorized to be carried out under the Vocational Rehabilitation State Plan. Assist in the preparation of the VR State Plan, and Amendments to the plan, applications, reports, Needs Assessments, and evaluations.

Conduct a review and analysis of the effectiveness of Vocational Rehabilitation services and consumer satisfaction regarding functions performed, VR services provided, and employment outcomes achieved.

Prepare and submit an Annual Report to the Governor and the Federal U.S. Department of Education Commissioner of RSA on the status of Vocational Rehabilitation programs operated with the State of Arizona.

Coordinate activities with other disability related Councils with the State of Arizona.

Establish working relationships between RSA, the Statewide Independent Living Council, and Arizona Centers for Independent Living.

Perform other functions consistent with VR services deemed appropriate by the Council.



*“...The tools VR provided will give me a great start...”*

“...VR counselor helped show me how to help myself...”

## A WORD FROM THE SRC CHAIR



On behalf of the Governor's State Rehabilitation Council (SRC), I am honored to present the 2005-2006 Annual Report. This has been a busy and productive year for the SRC. In addition to the ongoing work of the council, we have engaged in a process to redefine the mission, vision and goals of the Council. In order to be more aligned with national trends in rehabilitation as well as the disability community, the council sought to create a mission, vision and goals that framed disability within social, political, economical, and historical constructs. Please take a moment to read our new mission, vision and goals found later in this report. We are extremely proud that:

*Serving all citizens of Arizona, the mission of the Arizona Governor's State Rehabilitation Council is to advise, evaluate and partner with the public*

*Vocational Rehabilitation Program in support of improving access to employment and promoting a diverse workforce statewide.*

As you are aware, 2006-2007 will be the first time that the State of Arizona has allocated enough money for the Rehabilitation Services Administration (RSA) to draw down the full available federal match for Vocational Rehabilitation Services (VR). This resulted in part, from the tireless work of the SRC and our allies in the Arizona Disability Advocacy Coalition, who made this one of their legislative priorities. It is anticipated that the full funding will increase the number of individuals served by VR throughout the state as well as improve the quality of services and employment outcomes.

The 2005-2006 fiscal year included the mandated Statewide Triennial Needs Assessment. Council members have spent quite a bit of time collaborating with the Arizona Rehabilitation Services Administration and the Social Research Laboratory at Northern Arizona University in the design and implementation of this Needs Assessment including collaboration with the Navajo Nation. Full results of this assessment are available on the SRC website: [www.azdes.gov/rsa/srac.asp](http://www.azdes.gov/rsa/srac.asp).

Finally, this has been a year of transition for both RSA and the SRC. With new leadership in both areas, we continue to consider ways to increase our collaboration and support each others distinctive work. Together, Arizona RSA and the SRC have actively engaged with other states through the national Council of State Administrators of Vocational Rehabilitation (CSAVR) to further this objective.

Clearly, the work of the State Rehabilitation Council is broad in scope and even these highlights of the past year are rather incomplete in addressing the results of the hard work and dedication of council members and staff. We hope that over the next year, our mission will guide us to moving closer to realizing a statewide workforce that values disability and diversity, and is committed to full participation of its citizens.

Sincerely,



Alan Strauss, Chair  
Arizona Governor's State Rehabilitation Council



*"...They were there whenever I needed help..."*



## A MESSAGE FROM THE ACTING RSA ADMINISTRATOR



Staffing continued to be a critical issue this past year due to Vocational Counselor vacancies in all areas of the State. Job demands and counselor salaries are all issues that we have been grappling with and certainly affect the ability of Arizona Rehabilitation Services Administration (RSA) to serve individuals with disabilities. However, despite the staffing shortage Arizona RSA in partnership with consumers, advocates, and providers assisted 2,482 individuals with disabilities to reach their employment goals; resulting in a 13.6% increase from SFY 2005.

I am pleased to announce that for the first time in 10 years the Arizona State Legislature has appropriated state funding to Arizona RSA for its use in matching Federal Section 110 grant funds. This appropriation allowed RSA to open all priority categories under the Order of Selection. RSA is now able to provide service to a much broader and diverse group of individuals with disabilities. This next year we will concentrate our efforts on outreach and public education.

I want to thank all of the many entities that worked very hard this last legislative session to assist in convincing the legislature of the value of supporting consumers with disabilities. I look forward this year to our further collaboration and partnership in continuing to affect systemic changes in improving rehabilitation services.

Katharine M. Levandowsky  
Acting RSA Administrator



# **SRC INPUT AND RECOMMENDATIONS TO THE VR STATE PLAN**

## **Qualified Staff**

1. The Rehabilitation Services Administration (RSA) should expand counselor training to enhance vocational counseling skills such as job readiness assessment, transferable skills analysis, and preparing consumers for job searches (resume writing, interviewing skills, researching the labor market).
2. RSA should continue specific disability training in the following areas:
  - Traumatic Brain Injury
  - Acquired Brain Injury
  - Serious Mental Illness
  - Cognitive Disabilities
3. RSA should continually educate and update staff on their roles and responsibilities within vocational rehabilitation.
4. RSA should address a consumer's individual employment needs by utilizing the full continuum of service options.
5. RSA should work towards reducing staff turnover by increasing salaries, job satisfaction and strengthening the quality of work performed by staff.
6. RSA should strive to foster accountability at every staff level.

## **Policy Issues**

1. RSA should review its economic need policies regarding disability related expenses and who in their family is counted.

## **Service Delivery**

1. RSA should continue to expand service resources in rural communities.
2. RSA should evaluate the effectiveness of partnership agreements.
3. RSA should evaluate the effectiveness and measure the sustainability of Establishment Grants.

## **Marketing**

1. RSA should work towards creating a more positive image to potential consumers including, but not limited to, the RSA website and published communication materials.
2. RSA should continue to build relationships with employers, the community, and service providers to promote greater employment opportunities for individuals with disabilities.



## THE COUNCIL IN ACTION

### Public Policy Project Team

The mission of the Public Policy Project Team is to significantly increase SRC's involvement in public policy development related to the needs of individuals with disabilities who are seeking employment in Arizona.

The major goals of this team are to advocate for priority legislative issues, to ensure that the Arizona Department of Economic Security Director and the Governor's Office are aware of SRC's roles and priorities, and to educate the Arizona Legislators about issues that are important to individuals with disabilities.



*Ken Jacuzzi, Valerie Lintz, Charlie Thomas,  
Erika Fillman, Christina Jasberg,  
Suzanne Lawder*

### Marketing & Outreach Project Team

The Marketing & Outreach Project Team provides outreach and education to consumers, employers and the public about services provided by the Arizona Vocational Rehabilitation Program. In addition, this team collaborates with other disability related councils with regard to the focus of resources and energies to address issues affecting the disability community.

### Membership & Nominating Committee

The Membership & Nominating Committee seeks to recruit new members from the community who will represent and be representative of individuals with disabilities, specific disability groups, business and labor, rehabilitation program providers, disability advocates, the Statewide Independent Living Council, the State Workforce Investment Board, and American Indian Rehabilitation Programs. The Council accepts nominations at any time throughout the year when vacancies occur and submits candidates to the Governor, who makes the final appointment of members to SRC.



*Mike Strait, Jenny Nordine,  
Don Price, Wendy Collison*

*"...They did what they said they were going to do..."*

### Program Planning & Evaluation Project Team

The mission of the Program Planning and Evaluation Project Team is the evaluation and monitoring of the effectiveness of the Arizona Vocational Rehabilitation Program. To accomplish this mission, the team works closely with the Arizona Rehabilitation Services Administration in reviewing customer satisfaction results, acquiring public input via public forums and surveys, and reviewing the VR Program performance on the Federal Standards and Indicators.



*April Reed, Wendy Dewey, John Guittierrez,  
Dianne McElmry, Gretchen Evans*

*"...They did everything in their power to help me..."*

*“...VR helped me get my life in order...”*

## **THE SRC STRATEGIC PLAN FOR THE STATE FISCAL YEAR 2006**

### **1. Evaluate the effectiveness of the Vocational Rehabilitation Program (VR).**

- Counselor effectiveness
  - a. Request summative counselor performance data 2004-2005.
  - b. Select criteria and request information on evaluation and effectiveness of Tech Offices.
- Public input
  - a. Develop, design, and conduct triennial VR Needs Assessment.
  - b. Eligibility – Request Update of Order of Selection (OOS) including current issues, concerns and rationale for continuation.

### **2. Review Rehabilitation Services Administration’s (RSA) Vision, Mission, and Operating Principles.**

- Review and make recommendations on:
  - a. Job descriptions of all direct service positions within VR.
  - b. Performance evaluations (ESTEEMS) for above positions.
  - c. RSA’s VR Employee Satisfaction Survey.
  - d. Administrative Information Memorandum (AIM 04-4) – Mission, Vision.
  - e. Administrative Information Memorandum (AIM 03-1) – Professional standards of all RSA staff.
  - f. RSA’s VR Client Satisfaction Survey.
  - g. RSA’s training needs including the CSPD Plan, ARSA specialty training, and ARSA out service training.
  - h. RSA’s leadership development plan.
  - i. RSA’s public recognition efforts statewide.
  - j. RSA’s performance related to the Federal Standards and Indicators.

### **3. Provide input into the VR State Plan including specific recommendations on strategies related to VR’s performance on the Federal Performance Standards and Indicators.**

- Request presentation and review of the VR State Plan and yearly attachments.
- Request presentation and review of the Federal Standards and Indicators quarterly.

*“...They helped me reenter the work force...”*

**4. Become informed about current Arizona and Federal legislation and its implementation that has the potential to impact individuals with disabilities and make recommendations to the Governor, Arizona Department of Economic Security and Arizona Rehabilitation Services Administration.**

- In conjunction with the full SRC, work with the Governor to advocate and educate State and Federal Legislators regarding agreed upon issues.
  - a. Develop list of legislative issues.
  - b. Develop and implement a plan for advocating to the Governor and educating the Legislators and implement plan. (To include partnering with other organizations for increased effectiveness.)

**5. Increase employer awareness of the Vocational Rehabilitation Program services.**

- Continue to distribute the “Open the Door” brochure and video to employers. Members of the team will make monthly presentations to employers, human resource professionals, and business associations. Team members will collectively make contacts during the year with government agencies and municipalities.
- Continue to partner with employers and the Employers Disability Resource Network (EDRN).
- Develop and market public interest success stories for the media, meet with DES media relations to seek assistance in distribution of public interest stories, and explore other avenues within the media such as local television programs.
- Update SRC website to link to related websites.

**6. Improve knowledge and availability of VR services to individuals with disabilities.**

- Work with RSA to reach out to school districts regarding VR services.
- Involvement with Statewide Transition Conference.
- Market to hospitals and medical rehabilitation facilities by collaborating with RSA to create an industry specific brochure and distribute the completed brochure statewide.
- Coordinate and edit SRC Annual Report; explore outside funding in order to publish SRC Annual Report.

**7. Continue collaboration efforts with other disability related councils.**

- Continue to identify potential collaborative issues.
- Develop ongoing communication with other councils to exchange information and action plans.

## COUNCIL MEMBERS 2006

**Katharine M. Levandowsky,**

**Acting Administrator**

Arizona Rehabilitation Services Administration  
Director, VR State Agency, ex-officio  
Term: No Limit City: Phoenix

**Wendy Collison**

Specific Disability Group Representative  
Term: 2002-2008 City: Mesa

**Wendy Dewey**

Disability Advocacy Representative  
Term: 2004-2008 City: Tucson

**Gretchen Evans**

Community Rehabilitation Program  
Service Provider Representative  
Term: 2006-2008 City: Phoenix

**Erika Fillman**

Specific Disability Representative  
Term: 2005-2008 City: Tucson

**John Gutierrez**

Client Assistance Program Representative  
Term: 2002-2006 City: Phoenix

**David L. Hirsch**

Specific Disability Group Representative  
Term: 2006-2008 City: Flagstaff

**Ken Jacuzzi**

Statewide Independent Living  
Groups Representative  
Term: 2005-2008 City: Phoenix

**Christina Jasberg**

Specific Disability Representative  
Term: 2006-2008 City: Tucson

**Suzanne Lawder**

State Workforce Investment Board  
Representative  
Term: 2003-2007 City: Tucson

**Valerie Lintz**

Specific Disability Representative  
Term: 2003-2006 City: Phoenix

**Diane McElmury**

VR Counselor Representative  
Term: 2001-2006 City: Glendale

**Jennifer Nordine**

Business/Industry/Labor Representative  
Term: 2002-2007 City: Phoenix

**Shelly C. Norris**

Disability Advocacy Representative  
Term: 2005-2008 City: Phoenix

**Donald P. Price**

Current/Former Recipient of VR  
Services Representative  
Term: 2005-2008 City: Tempe

**April Reed**

Specific Disability Representative  
Term: 2005-2008 City: Buckeye

**Paula Seanez**

121 Project Director's Representative  
Term: 2002-2007 City: Window Rock

**Michael G. Strait**

Specific Disability Groups Representative  
Term: 2006-2008 City: Sierra Vista

**Alan L. Strauss**

Disability Advocacy Representative  
Term: 2002-2005 City: Tucson

**Charlie Thomas**

Business/Industry/Labor Representative  
Term: 2001-2006 City: Phoenix

**Council Support**

Carolyn Maciel, Council Staff  
Stephanie Regis, Administrative Secretary

*"...The individual needs I have were very well understood..."*



*...Was a mentor to help me understand the workplace/environment..."*

## **VR RECOGNIZING SUCCESS**

Alice Ho is twenty five years old and is a legally blind individual as a result of optic atrophy. Alice was in high school in Sedona in regular classes and admits she was concerned what her future held for her regarding employment once she graduated from high school. She states that she felt she had to be "the best I could be as my disability sometimes put me at a disadvantage." Alice was very motivated she states to 'see' with her brain as she could not utilize her eyes for that purpose, and graduated in the top 5% of her class. After graduation, Alice enrolled at Yavapai Community College where she was referred to the Vocational Rehabilitation Program via the Prescott VR Office and VR Counselor Paul Ziebell. Ms. Ho received comprehensive services for the blind and visually impaired in the areas of: orientation and mobility; rehabilitation teaching; and Assistive Technology training, as well as low vision aides, devices and equipment. Alice states she found VR services beneficial and she chose to enroll in the Arizona State University (ASU) School of Business as she was ready to face academic and social challenges. During her college years, Alice traveled with Mobility International USA (MIUSA), a group that promotes international travel for individuals with disabilities to share experiences with their counterparts in other countries. Alice also volunteered at Phoenix Children's Hospital and the Make a Wish Foundation. Somehow, Alice found time to graduate from ASU with a double major in Management and Marketing as well as a minor in Communications. She states she took a few months off to "enjoy life" before beginning to look for employment. Alice states she went to "a lot" of interviews and states she believes there was some discrimination once her disability came to light but this did not deter her. Alice was subsequently offered an assistant manager position at Wal-Mart with potential to work outside the U.S. market as well as a position as an Energy Analyst at Arizona Public Energy Services (APS). Five months ago, Alice accepted the job at APS and states she is enjoying her job and the people and company she works for. Alice states her future plans include travel and eventually a position in the marketing field as she enjoys the creativity of that type of work. Congratulations to Alice on her successful employment and all her future endeavors!





## VR RECOGNIZING SUCCESS

As a young man, Robert had struggled for many years with substance abuse and was having extreme difficulties coping with day to day life. The substance abuse had taken such a grasp over Roberts's life that he found himself going through a downward spiral that he could not seem to change. His wife and children left him during this painful time and Robert felt as though he had no where to turn. Robert tried several times to obtain help for his substance abuse, but was unsuccessful. Fortunately, he found The House of Refuge East in Mesa, where they provided him with transitional housing, counseling, and the strategies to break his downward spiral. With this new healthy environment Robert started his journey to a new, productive life.



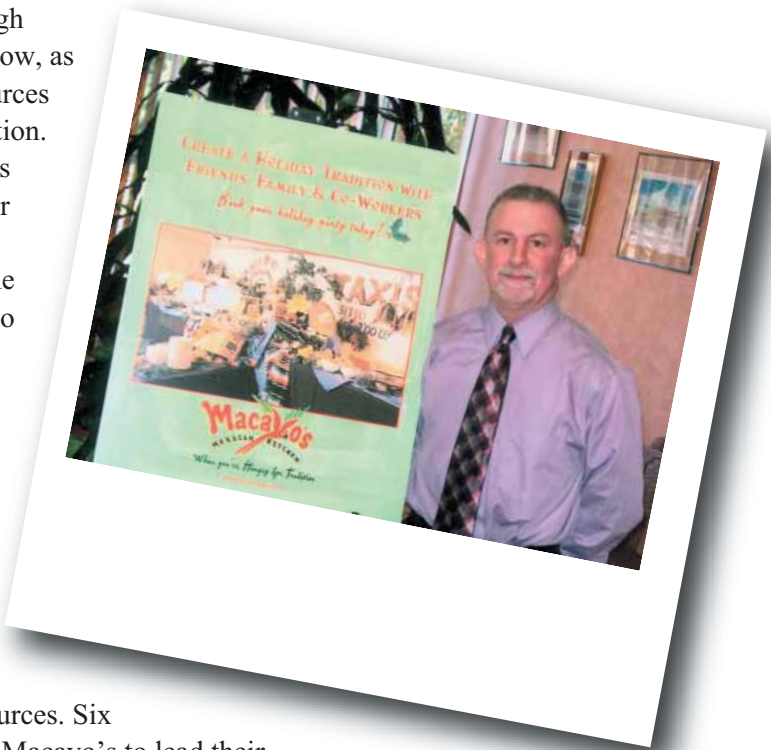
With the assistance of the Arizona Vocational Rehabilitation Program (VR) and the Valley of the Sun School and Habilitation Center, Robert was able to turn his life around and become a responsible and productive member of society. He is now proud to be a part of the Home Depot family and a valued community member. The supports provided by Vocational Rehabilitation and Valley of the Sun included work adjustment training at the Williams Express Document, Print and Bindery Services. Here, Robert was able to build his confidence and increase his independence, while working in a team setting with other individuals with disabilities and addictions. VR assisted Robert with purchasing work clothes and other necessary vocational tools as well as providing job development to assist him with finding a job, and the services of a short-term job coach at the beginning of his competitive employment. Robert conveys that he is very pleased to be a part of the Home Depot family and that he feels very appreciated in his current employment. He says that he loves to work with the customers and helping others.

Robert is a model employee at Home Depot. He works full time as a member of the freight team and works with his teammates to assure that when customers go to Home Depot, they have flooring, doors, and whatever other home repair and renovation supplies that they may need. Robert is now a very positive role model for those that are battling some form of addiction. He consistently expresses his sincere appreciation for all of the support and assistance that he received from the people at the Vocational Rehabilitation Program and Valley of the Sun. Robert is truly a success story and a role model to all of us.

## Employer Spotlight: Bob Neckes, Macayo's Mexican Kitchen

Bob Neckes wasn't always in the high profile position he finds himself in now, as Corporate Director of Human Resources for the Macayo's restaurant corporation. In the late seventies, Mr. Neckes was a Rehabilitation Specialist Counselor in Boston, Massachusetts assisting individuals with disabilities to get the training and education they needed to go to work.

Even with these tools, many individuals with disabilities face difficulty in obtaining employment due to workplace barriers. Mr. Neckes realized that he could do more to improve the climate for people with disabilities working from the inside, as a corporate professional working in human resources. Six years ago, Mr. Neckes was hired by Macayo's to lead their Human Resources Department. Mr. Neckes believes that most people think that human resources is just "working with people." He believes it is much more than that, and requires knowledge of recruitment practices, retention of employees, policies and procedures that govern employment, compensation and benefits packages, training and development, and risk management. Mr. Neckes brings the knowledge he has in these areas to his current position as well as a belief that hiring qualified individuals with disabilities improves Macayo's business. Macayo's strongly values community relationships, including relationships with the disability community. Under Mr. Neckes' leadership, Macayo's General Managers are encouraged to develop and further local community relationships whenever possible. This corporate attitude has resulted in approximately 10% of Macayo's 1200 person workforce being comprised of individuals with disabilities. Mr. Neckes also provides training for all Macayo's employees regarding disability in the workplace, and he believes this training has enhanced the relationships between employees with and without disabilities. He added that, within Macayo's, this training is no different than other types of training that support all employees to do the best job possible. According to Mr. Neckes, both the individual employees at Macayo's as well as the Corporation have benefited from the company's commitment to recruiting diverse applicants. The Governor's State Rehabilitation Council commends Mr. Neckes and the Macayo's Corporation for their vision and commitment to employing individuals with disabilities.

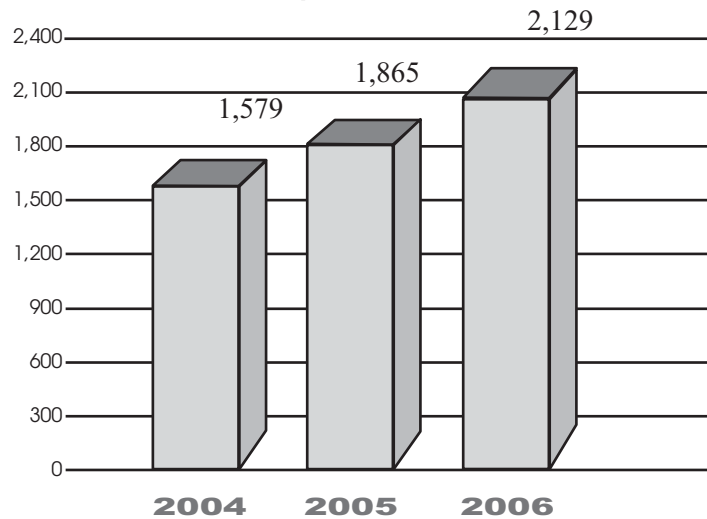


*"...VR counselor stood behind me 100%..."*

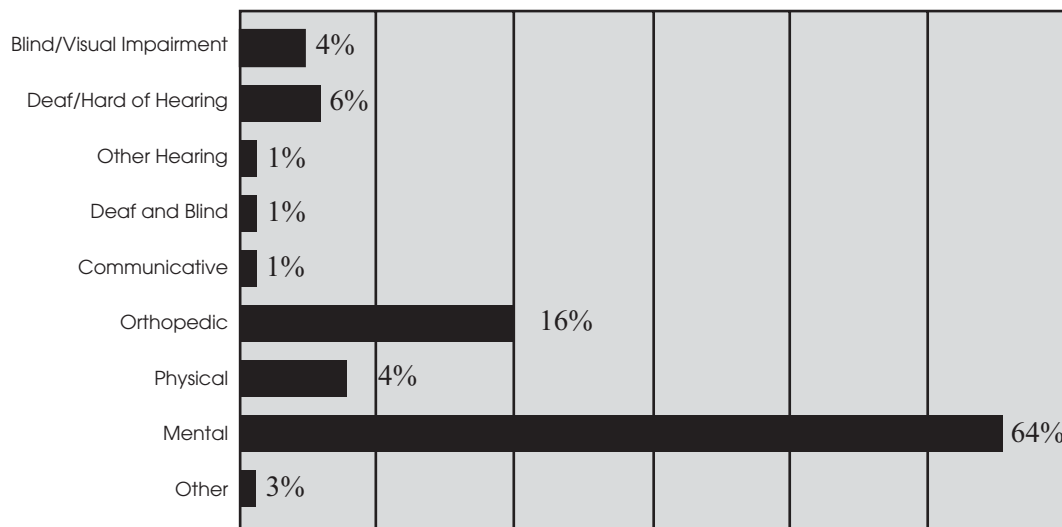
## VOCATIONAL REHABILITATION PROGRAM

The mission of the Arizona Vocational Rehabilitation Program (VR) is to work with individuals with disabilities to achieve increased independence and/or gainful employment through the provision of comprehensive rehabilitative and employment support services in a partnership with all stakeholders. The VR Program provides a variety of specialized services to individuals who have physical, mental or emotional impairments that create barriers to employment and/or independent living. Eligibility for the VR program is determined by the following: an individual wants to become or remain economically independent through work; an individual's disability is serious enough to make it hard to get or keep a job; available services can help the individual get or keep a job; the VR Program is the only or best place to provide the individual with the help he or she may need.

**Arizonans Employed As a Result of VR Services**



**Total Served by VR Services for SFY 2006: 22,106 (by disability)**



# **VOCATIONAL REHABILITATION PROGRAM HIGHLIGHTS**

## **Increase in State Match for the Vocational Rehabilitation Program**

At the conclusion of this year's (SFY 2007) budget negotiations, the Rehabilitation Services Administration (RSA) was appropriated \$2.9 million dollars in order to draw down approximately \$10.4 million in federal dollars for a total program increase of \$13.3 million dollars for the RSA/Vocational Rehabilitation Program (VR) which assists individuals with disabilities to obtain employment. This has enabled RSA to open all categories in its Order of Selection and provide services to all individuals with a disability who are eligible for the VR Program. The Governor's Councils dealing with disability issues and other disability advocates/organizations were instrumental in working together to achieve this goal.

*"...VR counselor treated me with respect, was professional..."*

## **Rehabilitation Services Administration Awards Ceremony**

For 18 years, the Rehabilitation Services Administration (RSA) Annual Client and Employer Awards Ceremony have been held every October in Tucson. The event honors clients who have achieved employment and employers deserving of recognition. The recipients for these awards are nominated by VR Counselors who also write up a paragraph noting the special accomplishments the client has made toward becoming employed, and this is read at the ceremony by a state legislator. The client is accompanied by their VR counselor and presented with a trophy inscribed with the client's name and the name and date of the event; a photo is also taken to commemorate the event. Legislators, senators and representatives from the local area are invited to attend and participate in this celebration. VR clients being honored are encouraged to bring their family and friends to this event, which has several hundred participants in attendance each year. Each local VR office also nominates an employer for recognition. The employer describes how they have contributed in working with RSA's VR clients enabling them to become employed and receives an inscribed trophy and a picture is taken. This annual affair has been an effective means to provide community awareness of the VR Program and the successes achieved in assisting individuals with disabilities to become employed.

## **Vocational Rehabilitation (VR) Consumer Satisfaction Survey**

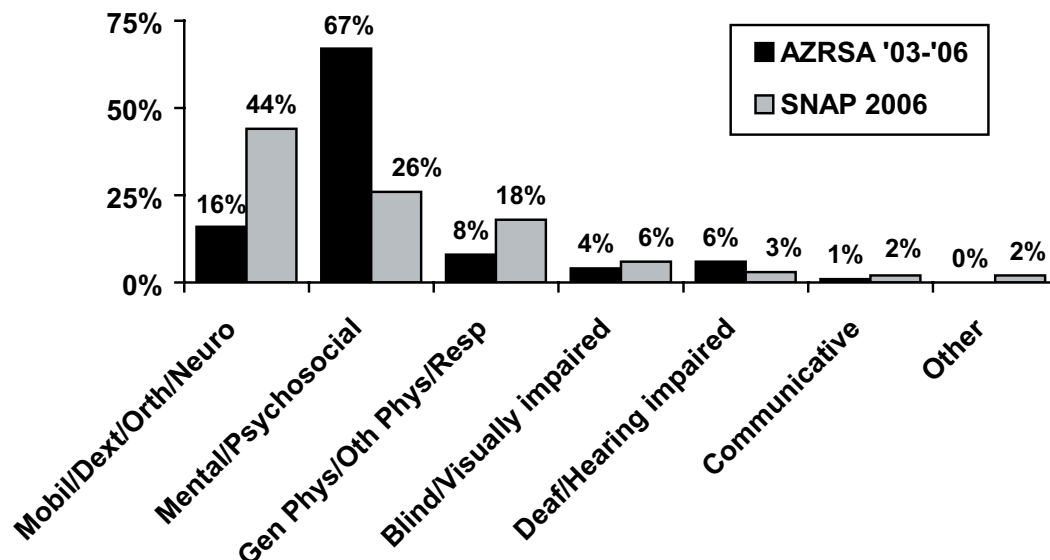
Survey results from the SFY06 VR Consumer Satisfaction Survey showed 82.3% of respondents indicating that they were satisfied or very satisfied with the vocational rehabilitation services they received. This is not statistically significantly different from last year's 83.0%. All of the other areas, such as timeliness, quality of services, extent of VR services were comparable to last year's results with the exception of satisfaction with the job obtained, which rose from 74.6% to 83.2%. The lowest area of satisfaction remained timeliness at 71%. Open-ended responses suggested that consumers found the process too slow and bureaucratic. The most often cited source of satisfaction was the VR Counselor.

*"...VR staff sincerely interested in helping me succeed..."*

*“...I had an opportunity to restart a career...”*

### Arizona’s Statewide Needs Assessment Project (SNAP)

The Arizona Rehabilitation Services Administration (RSA) contracted with the Northern Arizona University’s (NAU) Social Research Laboratory (SRL) through an Interagency Service Agreement (IGA) to conduct a comprehensive Statewide Assessment of the service needs of individuals with disabilities referred to herein as the Statewide Needs Assessment Project (SNAP). The purpose of the survey was to determine the employment related needs of individuals with disabilities who may require Vocational Rehabilitation services in order to seek or maintain employment. The SNAP employed Random-Digit Dialing (RDD) and Computer Assisted Telephone Interviewing (CATI) technology and software to contact households in Arizona that self-identified individuals with a disability. Surveys were completed on 406 Arizona residents, selected at random and who met the criteria above to be included in the survey. Findings suggest that AZRSA should outreach to individuals with physical disabilities in order to more equitably serve such individuals and, in addition, RSA should outreach to individuals age 50 or older.



Respondents were asked about needs in six major service areas: work tolerance, work skills, mobility, self-care, interpersonal skills, and communication. The two areas with the highest percentage of respondents indicating that they needed help were work tolerance (58%) and work skills (57%). Specific needs within these major categories were assessed. These results will better enable RSA to structure services and allocate resources to meet the employment-related needs of individuals with disabilities in the State. The RSA also partnered, sharing the cost of the SNAP, with the Navajo Nation to utilize the same methodology, survey, and contractor to randomly survey American Indians living in Northern Arizona with the same purpose and intent served by the Navajo Vocational Rehabilitation Program, Navajo Nation Office of Special Education and Rehabilitation Services.

*“...I’m not alone in trying to get a job...”*



*“...I love my job and I like my job coach...”*

### **Navigator Grant**

Arizona has completed the third year of the Department of Labor Disability Program Navigator Grant (DPN) during July 1, 2005 to June 30th 2006. The Arizona DPN program has exceeded all expectations from the original idea to hire individuals with disabilities to assist in Comprehensive Workforce Investment One Stop Centers for improved services, education for staff, removal of barriers, systems change, resource building and increasing the participation of people with disabilities seeking jobs and services. The expansion and improvement regarding accessibility of services at One Stop Centers to include persons with disabilities in all services increased from \$289,000 for salaries and benefits to \$1,613,222 which helped purchase assistive technology and resources. A recent audit conducted by the Department of Labor in March 2006 concluded that significant changes in service delivery and accessibility had been made and the One Stop Centers were compliant. There has also been a significant increase in the number of individuals with disabilities who have become successful job seekers, exiting the One Stop Centers programs with increased income and sustained employment. Nationally, there are 34 states that have Navigator programs. However, funding to continue the Navigator program in Arizona after July 2007 is still an issue, and sustaining the program will depend on Intergovernmental Agreements. Arizona currently has doubled the coverage in the 25 One Stop Centers statewide and there has been additional expansion to many satellite partner One Stop Centers. One Stop Center staff have received excellent training including website building for resource sharing at [www.atarizona.com](http://www.atarizona.com). Although there has been some turnover of staff this year, the talents and dedication of the Navigators has helped to keep the focus of purpose, increased participation, sharing of resources, advocacy, and building strong relationships within One Stop Centers. The provision of service integration has resulted in inclusion of all job seekers seeking services at the Comprehensive One Stop Centers. Arizona is hopeful that future funding will be made available to continue the program after the reauthorization of the WIA occurs.

*“...I was involved in every decision made...”*

### **Self Employment**

Self employment is an employment opportunity option to assist eligible individuals with disabilities to establish their own business. Vocational Rehabilitation clients interested in self employment attend small business training and develop complete, thorough business plans. All self employment business plans of \$2,500 or more are reviewed for approval by the Arizona Rehabilitation Services/Vocational Rehabilitation Program Self Employment Review Committee (SERC). Since the inception of the SERC in November of 2000, 77 business plans have been submitted with 64 of those plans being approved. The entire process of training, business plan development and SERC review increase the chances for successful self employment.

*“...VR supported me and helped me improve in my job...”*



*“...I am now a full-time college student...”*

### **2005 Transition Conference**

The annual Transition Conference entitled “Giving Voice to the Future” was held at the Wigwam Resort on September 21 and 22, 2005. The conference theme reflected the current state of the field; ensuring the guidelines set forth under the “No Child Left Behind Act of 2002” are followed; awaiting the rules and regulations of the recent reauthorizations of the Individuals With Disabilities Education Improvement Act of 2004, the Carl D. Perkins Act, and the Workforce Investment Act, which confirmed and demonstrated the viewpoint that youth matter. This year’s conference also featured a new “youth strand” which involved youth presenting to youth. The conference gave participants the opportunity to hear about innovative programs, increase their knowledge base on proven practices designed to ensure successful transitions, renew relationships with colleagues, and make new friends. Fifty-six sessions were offered with eight sessions specifically targeted to the new “youth strand.” In addition to informative, interesting break out sessions, many publishers, non-profit agencies and state agencies participated in the conference by bringing current, relevant resources to effective transition planning.

### **Arizona Industries for the Blind**

Arizona Industries for the Blind (AIB) was established in 1952 to provide employment and training opportunities for individuals who are blind. AIB functions as a self-sustaining enterprise fund operating under the Javits-Wagner-O’Day Act. Employees of AIB have an uncompromising dedication to their work and to the quality of products and services provided to the federal government and U.S. Armed Forces. This results in jobs with competitive wages, benefits, and upward mobility. All employees receive competitive wages with full benefits, including major medical, dental, life insurance and retirement. AIB paid approximately \$1,821,000 in wages and benefits to 70 employees, who are blind, visually impaired, deaf-blind, and multiple disabled Arizonans during SFY2006.

During SFY 2006, AIB achieved total sales of \$14,389, 642.00, representing a 24% decrease compared to the prior year. The decrease in sales was attributed to a reduction in demand for products sold to the military. However, AIB continues to pursue growth opportunities for employment and training in Document Conversion Services, Call Center Operations, and Warehousing & Distribution.

The AIB Rehabilitation Services Unit (RSU) has provided support services to the Rehabilitation Services Administration and the community as well as to 222 blind and visually impaired individuals. These individuals were provided with one or more of the following services: job placement, job retention, job search skills, labor market surveys, work site assessments, on-the-job training, work adjustment training and assessment, assistive technology training, custom produced turn key computer, and access technology systems. Along with this service provided to individuals, the AIB Rehabilitation Services Unit assisted employers and RSA providers with training and consultation statewide.

*“...VR staff was very friendly, helpful and courteous...”*

*“...Someone believed in me and gave me an opportunity to better myself...”*

### **Business Enterprise Program (BEP)**

The Arizona Business Enterprise Program (BEP) trains and places qualified individuals who are legally blind as operators of food service operations, full service cafeterias, snack bars, gift shops and attended or unattended vending operations. During the past year, BEP has concentrated its efforts on improving the profitability of facilities, restructuring basic program functions, improving operator accountability through financial reviews of program facilities and revising program policy. In addition to these activities, BEP has installed new vending machines in several new locations in SFY2006, including the Phoenix Sky Harbor Airport TSA employee break areas. Several facility remodels were also accomplished which included; The Abacus Cafeteria, Municipal Court Deli Snack Bar, and the Arizona Department of Transportation Roadrunner Cafeteria.



*“...Staff were friendly, helpful, kind, caring and non-judgmental...”*

# ARSA STATEWIDE DIRECTORY

## Administrative Offices

### RSA ADMINISTRATION

1789 W. Jefferson St.  
Phoenix, AZ 85007  
(602) 542-3332  
1-800-563-1221 (AZ only)  
FAX (602) 542-3778  
TTY (602) 542-6049  
Katharine Levandowsky,  
*Administrator*  
Bertha Villegas-Kinney,  
*Deputy Administrator*

### DISTRICT I ADMIN

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Anna Lira,  
*Acting Program Manager*

### DISTRICT II ADMIN

400 W. Congress St., Ste. 420  
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TTY (520) 628-6864  
Joyce Choate,  
*Program Manager*

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(928) 779-4147  
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Phil Clayton,  
*Program Manager*

### DISTRICT IV ADMIN

350 W. 16th St., Ste 309  
Yuma, AZ 85364  
(928) 539-3175  
FAX (928) 782-3144  
Daryl Long,  
*Program Manager*

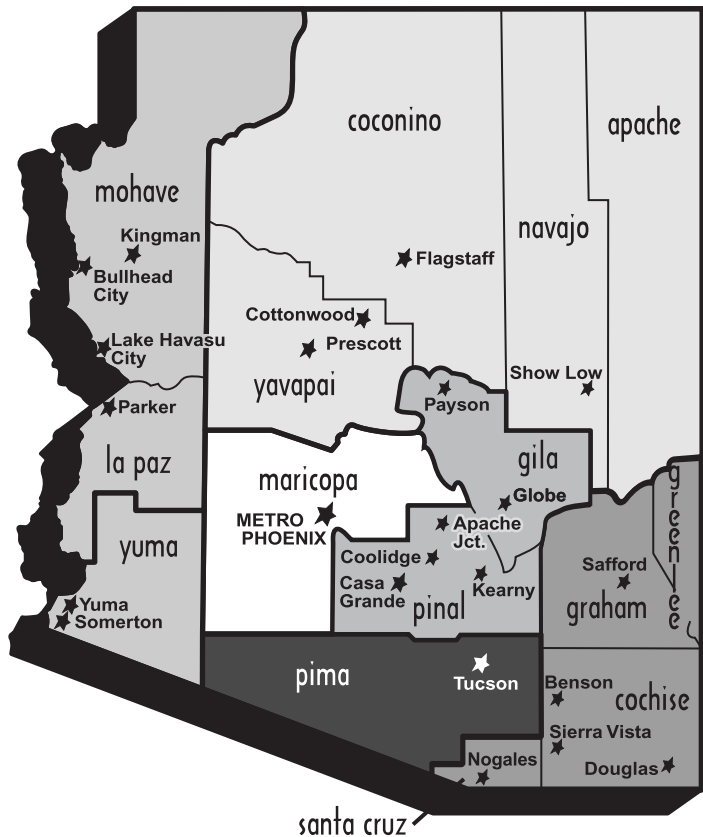
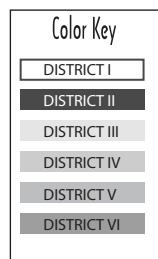
### DISTRICT V & VI ADMIN

318 N. Florence St.  
Casa Grande, Tucson, AZ 85222  
(520) 836-0087  
FAX (520) 836-8025  
TTY (520) 426-3963  
Michael Scione,  
*Program Manager*

## District I Offices

### W. HIGHLAND

103 W. Highland Ave, Ste 202  
Phoenix, AZ 85013  
(602) 274-0132  
FAX: (602) 274-5108



### NORTH 16TH STREET

4620 N. 16th Street, Ste B-106  
Phoenix, AZ 85016-5148  
(602) 266-9579  
FAX: (602) 264-7819  
TTY: (602) 266-9579

### GILBERT - TRANSITION

2328 W. Guadalupe Rd, Bldg 1  
Gilbert, AZ 85233  
(480) 820-5629  
FAX: (480) 820-5722

### TEMPE

1270 E. Broadway, Ste 120  
Tempe, AZ 85282  
(480) 350-9746  
FAX: (480) 350-9829  
TTY: (480) 350-9746

### SURPRISE

11526 W. Bell Rd  
Surprise, AZ 85374  
(602) 771-1850  
FAX: (623) 523-0680

### SCOTTSDALE

10900 N. Scottsdale Rd,  
Ste 401  
Scottsdale, AZ 85254  
(480) 948-3819  
FAX: (480) 596-5349  
TTY: (480) 948-3819

### NORTH CENTRAL

3839 N. 3rd Street, Ste 303  
Phoenix, AZ 85012  
(602) 266-4434  
FAX: (602) 230-7554  
TTY: (602) 266-6716

### GILBERT - EAST VALLEY

2328 W. Guadalupe Rd,  
Bldg #1  
Gilbert, AZ 85233  
(480) 926-5100  
FAX: (480) 926-5166

### CHANDLER

2018 North Arizona Ave,  
Ste, D116  
Chandler, AZ 85225  
(480) 917-0493  
FAX: (480) 917-3512  
TTY: (480) 899-5001

### EAST INDIAN SCHOOL

1430 E. Indian School Rd,  
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FAX: (602) 241-1479  
TTY: (602) 255-5641

### AVONDALE OFFICE

290 E. LaCanada  
Avondale, AZ 85323  
(623) 925-5200  
FAX: (623) 925-8265

### TLAQUEPAQUE

4150 W. Peoria, Ste 125  
Phoenix, AZ 85029-3952  
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FAX: (602) 564-0627  
TTY: (602) 548-0308

### SOUTHWEST

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FAX: (623) 873-6210  
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**METROCENTER**

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Phoenix, AZ 85029-4505  
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FAX: (602) 789-9309  
TTY: (602) 789-9129

**JUVENILE Probation**

22 E. Mitchell, Ste 104  
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FAX: (602) 604-8901  
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**SOUTH PHOENIX**

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Phoenix, AZ 85040-2950  
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TTY: (602) 470-8056

**District II Offices****NORTH STONE**

100 N. Stone, Ste 500B  
Tucson, AZ 85701-1540  
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FAX: (520) 624-9469  
TTY: (520) 388-9003

**EASTSIDE**

899 N. Wilmot, Ste D3  
Tucson, AZ 85711-1713  
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FAX: (520) 790-5148  
TTY: (520) 790.4715 x 234

**NORTHWEST**

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(520) 544-8618  
FAX: (520) 544-8072  
TTY: (520) 575-0295

**SOUTHSIDE**

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**District III Offices****FLAGSTAFF**

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**COCONINO WK FORCE**

397 Malpais Lane, #9  
Flagstaff, AZ 86001  
(928) 774-4557

**PAGE OFFICE**

679 S. Lake Powell Blvd.  
(928) 645-8103  
FAX: (928) 645-8136

**SHOWLOW**

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Showlow, AZ 85901-6025  
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FAX: (928) 532-4357

**PRESCOTT**

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Ste 11  
Prescott, AZ 86302-1395  
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FAX: (928) 445-5819  
TTY: (928) 445-6432

**AZ WK FORCE CONN.**

8128 E. Highway 69,  
Ste 211  
Prescott Valley, AZ 86314  
(928) 445-5100

**COTTONWOOD**

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Cottonwood, AZ 86326-3485  
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**District IV Offices****YUMA**

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Yuma, AZ 85364-3658  
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FAX: (928) 329-9530  
TTY: (928) 329-9553

**KINGMAN**

519 E. Beale Street, Ste 130  
Kingman, AZ 86401-5940  
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FAX: (928) 753-5110  
TTY: (928) 753-5105

**BULLHEAD CITY**

2601 Highway 95  
Bullhead City, AZ 86442-5047  
(928) 704-7776  
FAX: (928) 704.7076  
TTY: (928) 704.7713

**HAVASU CITY**

232 London Bridge Rd  
Lake Havasu City, AZ 86403  
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**COOLIDGE**

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**APACHE JUNCTION**

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Ste 110 & 111  
Apache Junction, AZ 85220-3930  
(480) 983-0427  
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**GLOBE**

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Globe, AZ 85501-1405  
(480) 425-3101  
FAX: (928) 425-7950

**PAYSON**

122 E. HWY 260, Ste 110  
Payson, AZ 85541-4925  
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**DOUGLAS**

1140 F Avenue  
Douglas, AZ 85607  
(520) 364-4446  
FAX: (520) 364-7197

**BENSON**

543 W. 4th Street  
Benson, AZ 85602-6502  
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FAX: (520) 586-3582

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1938 W. Thatcher Boulevard  
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FAX: (928) 428-4018  
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**SIERRA VISTA**

820 E. Fry Blvd  
Sierra Vista, AZ 85635  
(520) 459.6901  
1-888-565-5088  
FAX: (520) 459-2091

2981 East Tacoma  
Sierra Vista, AZ 85635  
(520) 459-7063  
FAX: (520) 459-2091

**NOGALES**

480 N. Grand Avenue  
Nogales, AZ 85621-2734  
(520) 287-6538  
FAX: (520) 287-3185  
TTY: (520) 287-6538

**One-Stop Offices****CITY OF PHOENIX**

9801 North 7th Street  
Phoenix, AZ  
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FAX: (602) 678-1865  
TTY: (602) 870-3118

**MARICOPA COUNTY**

9770 W. Peoria  
Peoria, AZ  
(623) 934-3231

**CITY OF PHOENIX**

3406 N. 51st Ave  
Phoenix, AZ 85031  
(623) 247-3304

**GILBERT**

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Gilbert, AZ 85234  
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FAX: (520) 792-8717

**TUCSON**

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Tucson, AZ 85701  
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**KINO**

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## **Arizona Governor's State Rehabilitation Council**

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Web: [www.azdes.gov/rsa/srac.asp](http://www.azdes.gov/rsa/srac.asp)

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